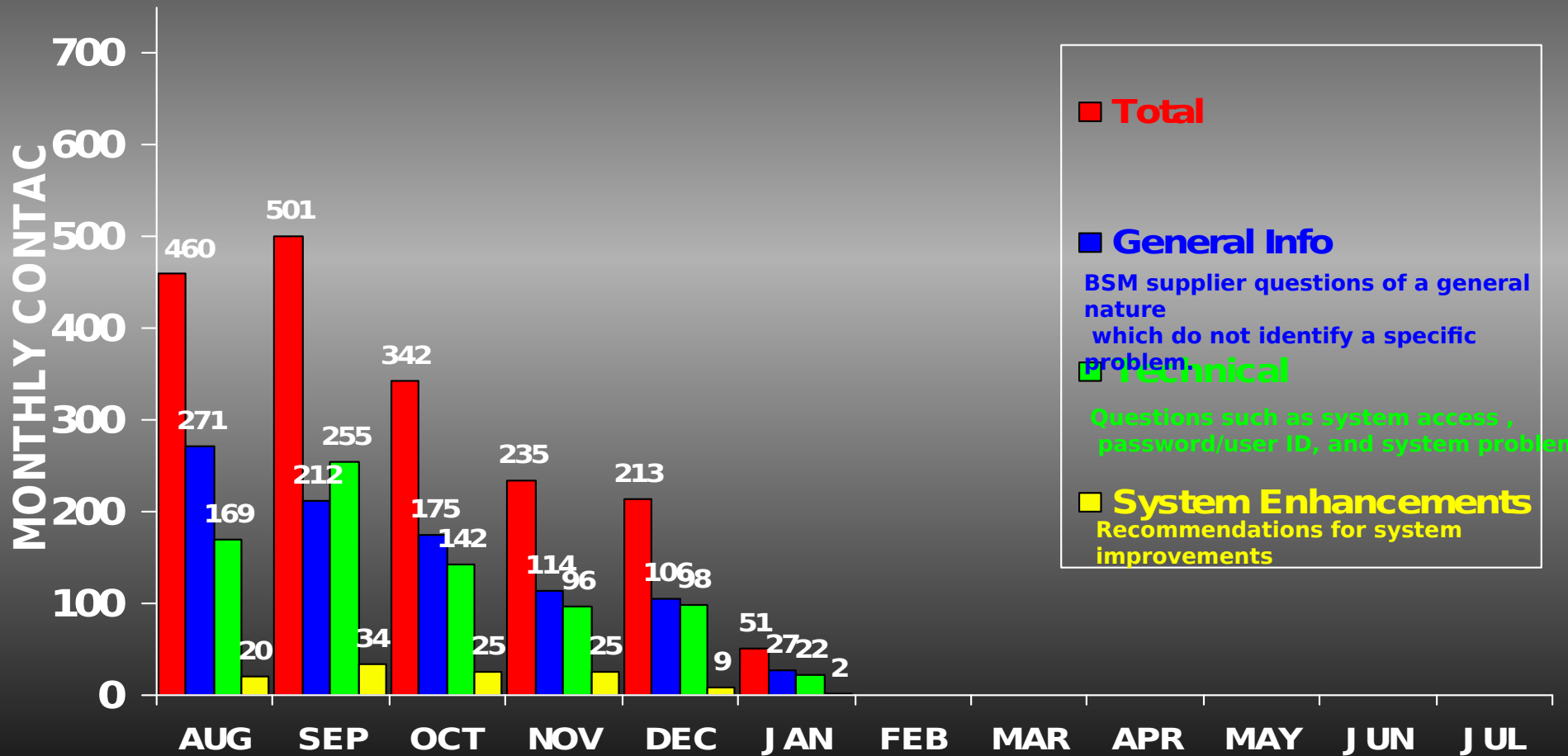




SRweb RELATED CONTACTS

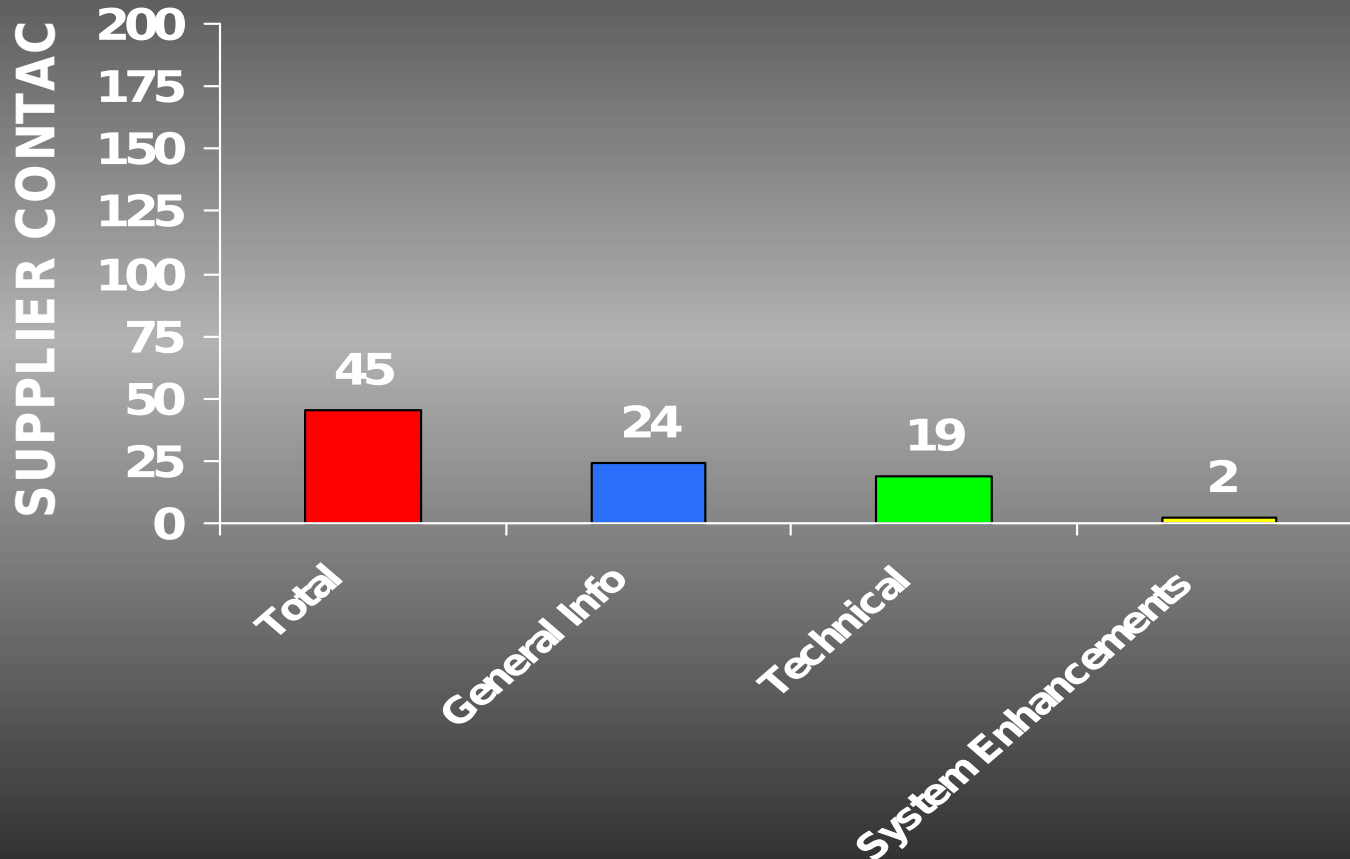
As of 09 JAN





SRweb RELATED CONTACTS

WEEK OF 03-09 JAN 03

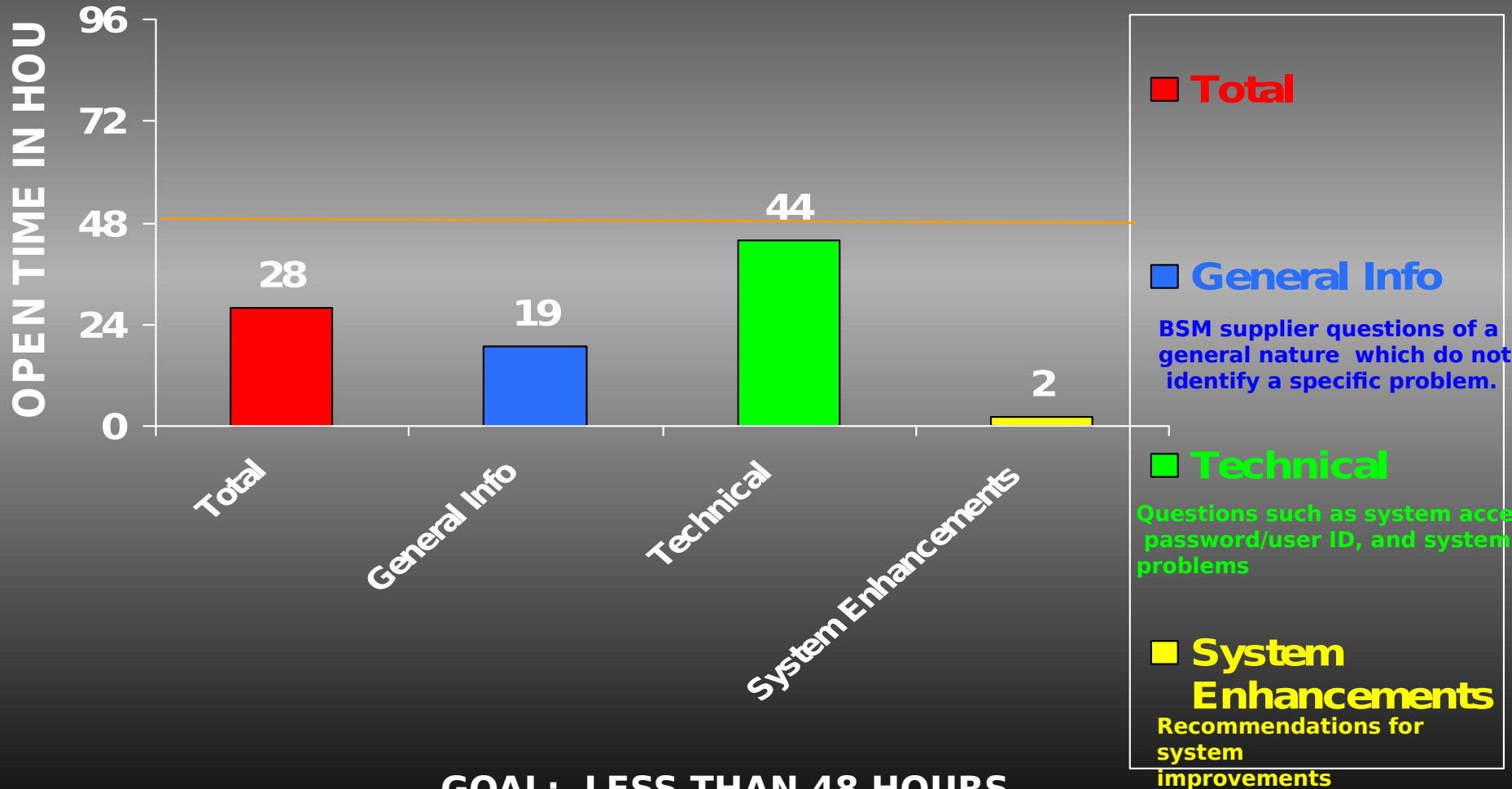


- Total**
- General Info**
BSM supplier questions of a general nature which do not identify a specific problem.
- Technical**
Questions such as system access password/user ID, and system problems
- System Enhancements**
Recommendations for system improvements



SRweb ISSUES

Average Resolution Time
WEEK OF 03-09 JAN 03

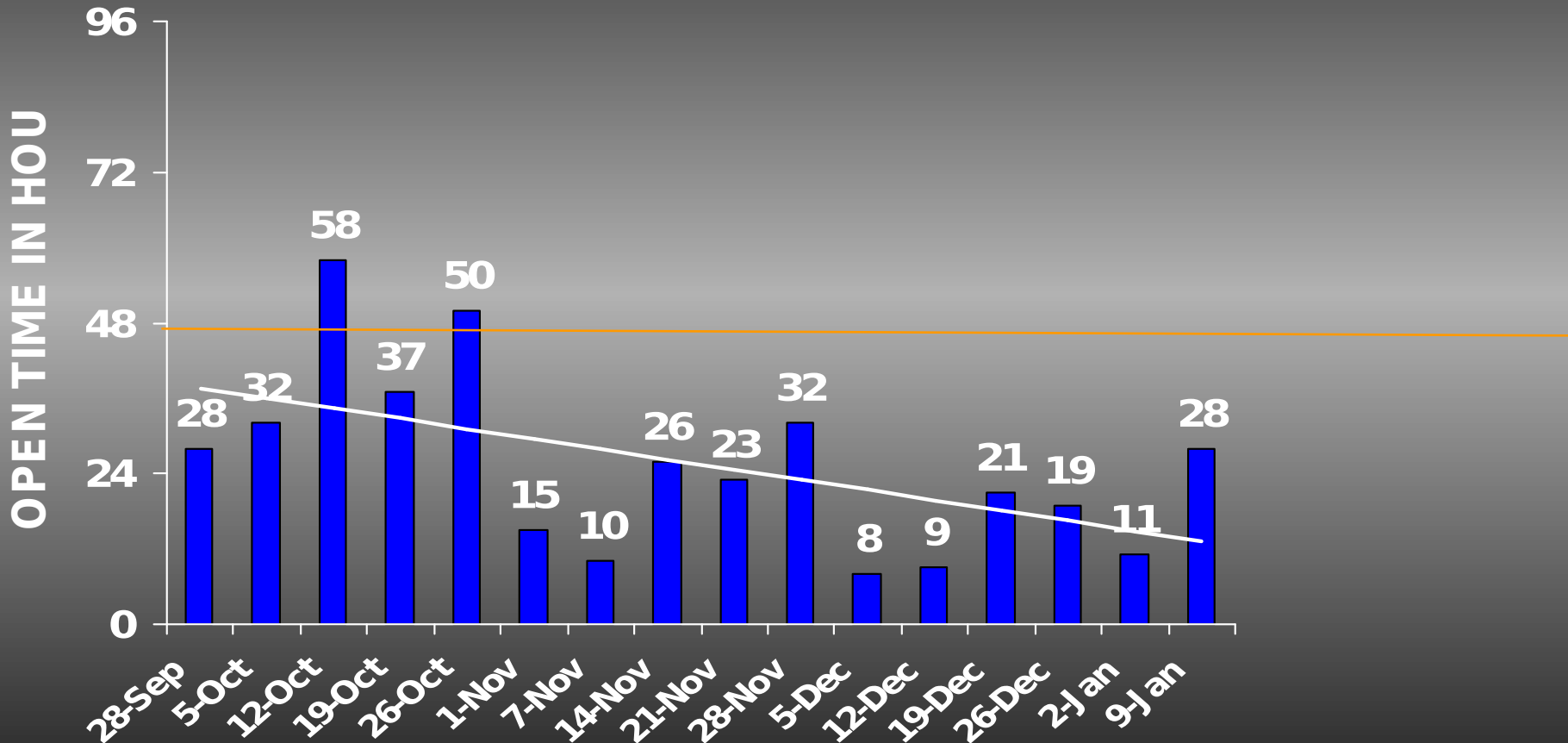


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS